

## DIRECTOR of QUALITY & EVALUATION

### **POSITION SUMMARY**

Responsible for the design and monitoring of systems, processes, and procedures that allow CIS to fully implement the Integrated Student Services (ISS) model, using the Total Quality System (TQS) developed by National CIS as a framework. Responsible for the leadership and implementation of all data collection and tracking mechanisms, continuous quality improvement systems and integrating all evaluation mechanisms for the organization, both internal and external. Provides coordination with the external evaluation required for the 21<sup>st</sup> Century grants as well as other grants that have external evaluation requirements. Is responsible for fulfilling specific grant requirements in evaluation, including meeting all reporting requirements of all funding sources. Is responsible to work with the Executive Director to report to the Board and/or its Committees regarding CIS's impact. Serves as a primary staff person for the Program and Evaluation Board Committee. Is responsible for professional development and ongoing training for all staff in data management, tracking, continuous improvement, quality standards and evaluation.

### **DUTIES AND RESPONSIBILITIES:**

Provides leadership and oversight for the design and evaluation systems, processes, and procedures related to full implementation of the Integrated Student Services (ISS) model, using the Total Quality Standards (TQS) developed by National CIS as a framework.

Provides assessment of TQS standards and assumes primary leadership for implementation as appropriate. Works in collaboration with other managers to assess capacity and plan for implementation. Provides training and support to staff regarding how to use TQS standards to maximize impact on students and schools and organizational capacity.

Responsible for conducting needs assessments at the school and organization-wide level as required by the ISS model, and effectively sharing their results for developing overall programmatic goals and evidence-based implementation strategies for the organization and each site..

Works with Directors and other staff to ensure ongoing analysis of data and evidence to ensure that CIS adjusts its interventions to improve individual student, school and organization-wide outputs and outcomes.

Conducts and/or facilitates comprehensive research review of best practices for meeting the organization's service priorities and effectively shares findings with appropriate internal and external partners.

Works with Directors of school sites to ensure the effective utilization of all tracking/data collection systems to assure grants compliance and the overall capacity to reflect and report service outputs and outcomes for all stakeholders.

Works with the Executive Director to prepare an Annual Operations Plan, consistent with the organization's strategic plan.

Works with Directors and their site teams to assure the preparation of annual site operations plans that meet TQS standards and are effectively integrated with school improvement goals and CIS needs assessments.

Develops ongoing feedback systems for results to be shared with board/committee members, internally (Directors of Sites, Development, Community Relations & Marketing, etc.), and externally (community, donors, partners).

Responsible for integrating and ensuring the utilization of all evaluation mechanisms available to the organization (external and internal) to assure continuous quality improvement, compliance with funding and other requirements and adjustments to service delivery strategies for the benefit of students and schools..

Provides leadership, guidance, consultation and motivation to all participants in order to promote strong support for evaluation, effective data collection, utilization of best program practices and an orientation to continuous

improvement. Maintains a high level of expertise and understanding of data collection and utilization, evaluation and continuous improvement.

Provides leadership and training to build capacity for other staff, interns, VISTAs and volunteers to engage in tasks that contribute to assessment of both need and impact---surveys, focus groups, use of third party data, etc.

Establishes and maintains productive working relationships with all members of the CIS partnership, including school personnel, health care, mental health, higher education resources, service organizations and staff, business and other resources for the purpose of designing and implementing effective evaluation and continuous quality improvement methods. Provides leadership for the effective collaboration with the school district and CIS partner organizations to collaborate on data requirements, mechanisms for addressing confidentiality issues, best data collection strategies, use of data bases, etc.

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

Master's degree in evaluation or other graduate degree with relevant coursework or continuing education in evaluation, CQI, information analytics, etc. Relevant experience in education, health care, human services, non-profit management.

Knowledge and experience with a wide range of community resources, including but not limited to education, child/youth development, health and human services. Understanding of complex organizations and service delivery systems and how they function. Experience with public education at the K-12 level highly desirable.

Ability to interpret, comprehend and transmit complex and detailed instructions in order to plan and perform job duties. Ability to pay close attention to and manage details while maintaining a focus on the big picture and longer-term goals. Ability to organize, prioritize and work independently as well as schedule and produce work in a timely manner. A demonstrated capacity to manage many projects and activities simultaneously.

Requires experience with personal computers and proficiency using word processing software, spreadsheets, the internet, electronic mail, and data bases. Must demonstrate advanced proficiency in Excel.

**The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.**

**Interested and Qualified candidates should submit a letter of interest and a current resume to: [dkievit@ciskalamazoo.org](mailto:dkievit@ciskalamazoo.org) prior to September 11, 2015 for preferred consideration.**